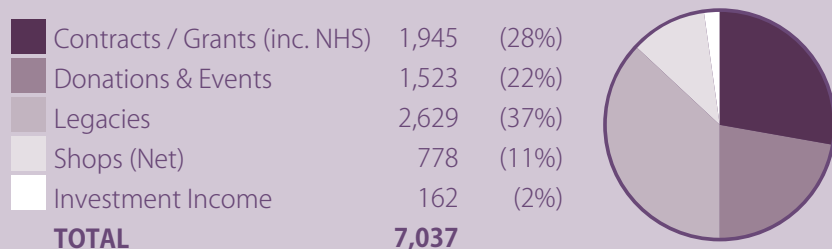


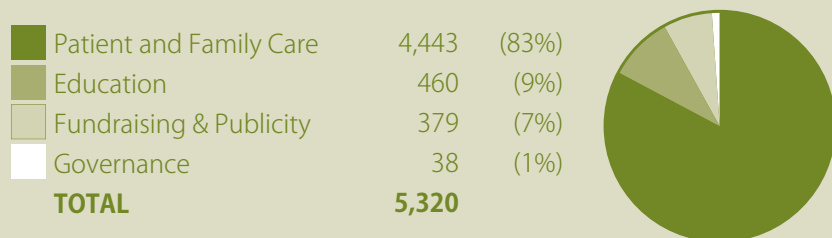
Statement of Financial Activities

(for the year ended 31 March 2010)

Where the money comes from - 2009/10 income (£'000s)



Where the money goes - 2009/10 expenditure (£'000s)



- Last year was again a record year for fundraising with donations and events generating income of £1.52 million.
- 2009/10 was also a good year for legacy income which totalled over £2.6 million. This is an essential part of our income which allows us to develop and expand our services to patients, families and carers in the future.
- Shops net income rose again to a record £778,000.
- Investment Income reduced because of lower interest rates and income from contracts and grants was also slightly lower.
- Expenditure on patient care increased by £421,000.

For further details please ask for our audited Financial Statements - contact the hospice on 01225 722988

www.dorothyhouse.co.uk • 01225 722988

Dorothy House, Winsley, Bradford on Avon, Wiltshire BA15 2LE

Registered Charity No. 275745 The 2009/2010 Annual Review August 2010



Annual Review 2009/2010

**DOROTHY
HOUSE**
Hospice Care



Our Vision

To enable patients, their families and carers to have appropriate care and support at the right time and in the right place so that the best possible quality of life is achieved.

Our Mission

Dorothy House is a charity, founded on Christian principles of care. All of our services in the community and the hospice are provided free of charge to the individual and we aim to provide equal access to all. Our aim is to offer physical, psychological, social and spiritual care to patients and their families and carers facing a life threatening illness, death or bereavement, who have specific problems which need our specialist skills. In partnership with all others involved, we focus on quality of life, respecting the uniqueness of each person and their family. We seek to promote the development of palliative care through education of others and research.

The children and I had fantastic support, nothing was too much trouble. All the staff and volunteers are so sympathetic and supportive, they just seem to sense what's needed



Welcome from the Chairman



I am delighted to be able to report on the opening of our first outreach centre in Midsomer Norton, bringing Dorothy House nearer to where some of our patients live. This is one strand of our five year plan for improving access to our services. We are making steady progress with the plan, as evidenced by the increasing number of patients using our services. We continue to enable patients to stay at home - wherever home is: their own home, a nursing home, sheltered housing or residential care. We support not only the patient but also, through our education programmes, their paid carers. As ever, we rely heavily on the support of our local community and on behalf of Trustees, staff and patients I thank you all most sincerely for your ongoing support.

**Sheila Reiter OBE
Chairman of Trustees**

Dorothy House Hospice Care 2009-2010

Outreach centres help patients and carers to COPE

Patients and their families now have a choice about where they access Dorothy House services thanks to new outreach centres. The first of these – in Midsomer Norton – opened in December 2009, with a second in Chippenham planned for the summer of 2010.



The Midsomer Norton Centre, based at an existing day unit owned by Bath and North East Somerset Council, is open one day a week, offering a range of services to locally based patients and their families. The aim is to help patients to manage their condition and achieve the best possible quality of life.

The activities taking place in the outreach centres form a key part of our COPE programme. Drawing together all the strands of our five-year strategy, COPE looks at everything from helping patients and carers to manage their illness to providing the right IT support for the hospice and its patients.

Three of the COPE projects which have proved to be a success in 2009/10 are the Palliative Rehabilitation course, the Carers' Support Group and the A-Z of Information.

Palliative Rehabilitation

This started as a pilot programme designed to achieve the best possible quality of life for patients. Led by the physiotherapy team, this involves a number of other Dorothy House professionals. Sessions include measured and graded exercise, plus periods of relaxation.

Carers' Support Group

The Carers' Support Group revolves around mutual support for carers, providing an opportunity to share experiences with others in a similar situation. Initially, the group met at Dorothy House but the aim is to establish similar groups at outreach centres.

A-Z of Information

This constantly evolving web-based directory covers a wide range of topics and is aimed at helping patients and their families find information relevant to their health and wellbeing.

www.dorothyhouse.co.uk/a-z-of-information



221

Number of attendances for Palliative Rehabilitation course 2009/2010

(At both Midsomer Norton and Dorothy House)

373

Average number of visitors per month to the A-Z of Information website

(January - March 2010, no previous figures available)

“
We both left feeling very lifted in spirits and encouraged to experience new things
”

“
We are constantly measuring what we do against the latest evidence and research, as well as listening and acting on feedback from patients and carers
”

Around the hospice

As well as the COPE developments outlined above, 2009/2010 has been a busy year elsewhere at the hospice.

Two new members of the senior management team were appointed. James McDonald became head of retail and voluntary services, while Wendy Barker was appointed head of family support.

There is always something happening in the Day Patient Unit, and this year there was even more than usual as the unit started to open for five days a week instead of four, resulting in a 22 per cent increase in attendance.

The education department has been funded by the NHS to deliver a programme of end-of-life care for a range of staff including domiciliary care agencies, nursing and residential homes and the ambulance service.



Re-accreditation was achieved for Investing in Volunteers, and more volunteers were recruited to work in the new outreach centres.

One of the highlights of the fundraising year was the third Midnight Walk in Winsley and Bradford on Avon where more than 1,000 women raised over £100,000 in just one night.



9.81 days

Average length of stay on In-Patient Unit
(2008/09 average length: 9.24 days)

68

Number of carers attending carers' groups and courses

245

Admission to the In-Patient Unit 2009/2010
(2008/09 admissions: 237)

582

Pre-bereavement patient and family contacts made by the Adult Social Worker Specialist Support Service (123 referrals)

(2008/09 - 404 contacts; 140 referrals)

2,701

Patient contacts by the Lymphoedema Nurse Specialist Service (244 referrals)

(2008/09 - 1,815 contacts; 222 referrals)

20,810

Hours of care given by the Hospice at Home Service (454 referrals)

(2008/09 - 20,020 hours; 473 referrals)

34,167

Total contacts - patient visits and telephone calls, and contacts with other health professionals (not Dorothy House) - **made by the Specialist Nurses (1,465 referrals)**

(2008/09 - 30,302 contacts, 1,362 referrals)

1,785

Number of Day Patient Unit attendances (190 referrals)
(2008/09 - 1,462 attendances; 229 referrals)

2,212

Patient visits by the physiotherapy service (427 referrals)
(2008/09 - 1,870 visits; 363 referrals)



“

The Day Patient Unit is one of the bubbliest, happiest places I go to

”